

## **Provider Support Main Menu Options**

# **1.800.292.2550**

**Option 1.** If you are a Medicaid recipient, patient, cardholder, or are calling on behalf of a Medicaid recipient, **please press 1.**

**Option 2.** If you are a Home Help Provider, **please press 2.**

**Option 3.** If you are a Medicaid provider and need assistance navigating through CHAMPS, looking up eligibility, single sign on, password reset, or are in need of a remittance advice copy, **please press 3.**

- ❖ If you would like assistance with looking up eligibility in CHAMPS, **please press 1.**
- ❖ All others, please **press 2** for the next available representative.

**Option 4.** If you would like to inform us of an addition, change, or termination of a beneficiary's commercial health insurance, **please press 4.**

**Option 5.** If you are a Medicaid Provider calling with billing questions, provider enrollment or adult foster care, **please press 5.**

- ❖ If you are calling about Adult Foster Care, **please press 1.**
- ❖ If your specialty is non-surgical physician or ambulance, **please press 2.**
- ❖ If your specialty is laboratory, family planning, local health clinic, community mental health, tribal health clinic, rural health clinic or federal qualified health clinic, **please press 4.**
- ❖ If your specialty is hospice, nursing facility, private duty nursing home, **please press 5.**
- ❖ If your specialty is chiropractic, vision, hearing, podiatry or dental, **please press 6**
- ❖ If your specialty is durable medical equipment or surgical physician, **please press 7.**

**Option 7.** EDI or Electronic Data Interchange services, 835, 837 file failures and/or acknowledgments, **please press 7**